Autumrose Stubbs

https://autumrose.github.io/autumrose-stubbs-website

Objective

A dedicated professional with experience across QA, IT, and customer focused roles, complemented by a background in computer science, I offer a versatile skill set. Throughout my academic journey, I have honed my skills in object-oriented programming, proficiency in high level languages, and experience in both frontend UI and backend development. Additionally, I have experience with extracting, transforming, and loading data into databases using MySQL, PostgreSQL, and embedded SQL in high level programs. Recently I have focused on document management, knowledge organization, and providing fresh perspectives to improve collaboration and productivity. With strong technical skills, analytical thinking, and enthusiasm for developing, I will make meaningful contributions to dynamic projects and teams.

Education and Certifications

Western Governors University

Bachelor of Science in Computer Science, May 2024

- Network and Security Foundations (Communication protocols)
- Advanced Data Management : Data Analysis Project (PostgreSQL)
- Data Structures and Algorithms II : WGUPS Routing Program Project (Python)
- Software I : Object-Oriented Application Development Project (Java)
- Software II : Java Application Development Project (Java and MySQL)
- Capstone: Design and Development (Python, MySQL, HTML, CSS, PHP)

Salt Lake Community College SLC, UT

Associate of Science in General Education, May 2017

CompTIA

Project+ 2024

PeopleCert

ITIL 4 Foundation IT Service Management 2024

Experience

Sutter Health West Valley, UT

Subject Matter Expert and Trainer, Oct 2021 - Current

- Started as a customer service representative and quickly became a subject matter expert to assist with any questions and call escalations.
- Instrumental in the creation of the training department.
- Create knowledge base articles and runbooks.
- Create comprehensive training material to ensure consistency and alignment with diverse learning styles.
- Create KDS and training materials for Epic.
- Implemented a peer-to-peer learning initiative, fostering a collaborative environment where participants observed and learned from each other's processes.
- Identify areas for improvement for outdated and unoptimized workflow processes.
- Facilitate team building and team meetings to help identify current issues and necessary process revisions.

University Faculty Information & Support SLC, UT

Quality Assurance Intern, Jan 2019 - April 2021

- Developed automated tests using Selenium Java and TestNG for test driven development.
- Wrote unit tests to ensure continuous integration and continuous development of new and existing features.
- Successfully executed user acceptance testing including security, performance, and

general bug testing.
- Worked with senior developers to maintain best practices and adequate QA testing for a suite of multiple products.
- Performed routine system checks to ensure libraries and packages were updated, identifying monitoring enhancements, and proper logging is in place.
- Collaborated with an Agile team with fast paced deadlines using JIRA.
- Cross functional collaboration to clarify and resolve bugs, stories, and tasks.

University of Utah Eccles IT SLC, UT

Helpdesk Agent, Jan 2018 - Jan 2019
- Utilized ticketing software to accept tickets from faculty for help requests.
- Maintained professionalism and security for student/faculty private information.
- Used imaging software to prepare Mac OS/Windows 10 laptops and desktops to deploy. This involved binding devices to the domain, adding necessary software, and configuring networks.
- Configure and troubleshoot secure remote access using SSH to ensure connectivity for faculty.
- Troubleshoot issues during deployments and worked within service ticketing software. Issues included physical troubleshooting with hardware or networking, software problems, issues with connectivity, or things not communicating like they should.
- Worked with faculty and staff to ensure that all of their technology and equipment worked accordingly. Maintained over 75 tickets across 3 buildings overall.
- Maintained the latest patches across all managed network devices by physically implementing network connectivity.

Skills

Programming Languages:
- Python
- Java
- C
- C#
- C++
- SQL
- JavaScript
- HTML
- CSS

IDEs:
- PyCharm
- Eclipse
- IntelliJ
- NetBeans
- Visual Studio
- MySQL Workbench
- pgAdmin
- jGRASP

Other:
- Git/Version Control
- Selenium
- TestNG
- Bamboo
- Scene Builder
- JIRA
- Ticketing
- Scrum processes
- REST APIs
- Postman APIs